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U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE aperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number **Application Number** 10/004,664 TRANSMITTAL Filing Date 12/03/2001 **FORM** First Named Inventor Michael W. Brown Art Unit (to be used for all correspondence after initial filing) 2643 **Examiner Name** Attorney Docket Number AUS920010947US1 Total Number of Pages in This Submission **ENCLOSURES** (Check all that apply) After Allowance communication Fee Transmittal Form Drawing(s) to Technology Center (TC) Appeal Communication to Board Licensing-related Papers Fee Attached of Appeals and Interferences Appeal Communication to TC Petition Amendment/Reply (Appeal Notice, Brief, Reply Brief) Petition to Convert to a **Proprietary Information** After Final **Provisional Application** Power of Attorney, Revocation Status Letter Affidavits/declaration(s) Change of Correspondence Address Other Enclosure(s) (please **Terminal Disclaimer** Extension of Time Request Identify below): Return-address, Stamped Postcard Request for Refund **Express Abandonment Request** CD, Number of CD(s) Information Disclosure Statement Remarks Certified Copy of Priority Document(s) JAN 2 9 2004 Change of Correspondence Address Response to Missing Parts/ Incomplete Application Technology Center 2600 Response to Missing Parts under 37 CFR 1.52 or 1.53 SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT Firm Amy J. Pattillo, Reg. No 46, 983 Individual name Signature Date 04 CERTIFICATE OF TRANSMISSION/MAILING

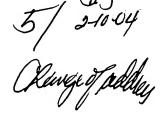
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



In Re Application of:

Michael W. Brown et al.

Serial No.: 10/004,664

Filed: 12/03/2001

January 22, 2004

Title: Enabling Caller Controlled Hold

Queue Position Adjustment.

Before the Examiner:

Group Art Unit: 2643

Intellectual Property Law Department

International Business Machines Corporation

11400 Burnet Road

Austin, Tx 78758

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Thank you,

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0 /حد/ا Date